DESIREE GARCIA
Full Stack Web Developer

TECHNICAL PROJECTS

Anywhere Fitness —Back End Developer
- Developed backend API for use by front end developers
- Designed and implemented SQL table which allowed notes to be sorted by 4 tag options
- Created and structured API endpoints to meet the needs of the front end
- *Built with: NodeJs, Express, Knex, PostgreSQL, Heroku*

Potluck Planner— *Front End Developer*
- Developed frontend for application allowing authenticated user to create and view potlucks
- Designed and implemented user profile
- *Built with: ReactJS, CSS, HTML, Heroku*

WORK EXPERIENCE

Teleperformance USA Inc, Remote
February 2021 - May 2021
Customer Support Representative, Tier 1 Technical Support
- Provided support for customers with billing and content issues
- Worked with customers to resolve device and software related issues to restore usability and confidence in products
- Researched technical issues to assist customers with device related issues and restored usability to device

Concentrix Services USA Inc, Remote
April 2017 - October 2019
Technical Supervisor, Technical Support Representative
- Provided support for complex issues requiring managerial support and resolved customer interactions
- Equipped customers with public articles for assistance with common issues while providing a great interaction
- Researched technical issues to assist customers with software and device related issues and restored usability to the device
- Lended assistant to coworkers regarding customer issues and provided support articles to aid in their assistance with customers

New Mexico, USA
Email:
desireeg12@outlook.com
Github:
http://github.com/sug4rsku11
LinkedIn:
http://linkedin.com/in/d3sir33g

SKILLS

React, Redux
Node, Express, Knex
SQLite3
Jest, Cypress
Git
GitHub
HTML, CSS, JavaScript
Heroku, Vercel, Netlify

EDUCATION

Lambda School, Remote   *March 2022*
Full Stack Web Development & Computer Science
NMSU-DACC, Las Cruces, NM   *May 2021*
AAS Cybersecurity
NMSU-DACC, Las Cruces, NM   *May 2021*
AAS Computer Technology
NMSU-DACC, Las Cruces, NM   *May 2021*
Certificate System Administrator

CERTIFICATIONS

CompTIA Security+
Issued 06/2021
CCNA: Intro to Networks
Issued 01/2021
Test Out Client Pro
Candidate id: C4JMN
Issued 05/2020
Test Out PC Pro
Candidate id: C4AU7
Issued 12/2019

INTERESTS

Learning about new technology